

# ORIGINAL

AT&T CORP.

ARIZONA

## RESIDENTIAL LOCAL EXCHANGE SERVICES TARIFF

ISSUED: OCTOBER 19, 2012

SECTION 1

EFFECTIVE: NOVEMBER 1, 2012

ORIGINAL INDEX PAGE 1

BY: CAROL PAULSEN-TARIFF ADMINISTRATOR

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AT&T CORP.  
ARIZONA

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PREFACE

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### TARIFF INFORMATION

#### Explanation of Tariff Symbols

These symbols will appear in the right hand margin, when applicable:

- (C) - To signify changed regulation
- (D) - To signify discontinued material
- (I) - To signify rate increase
- (M) - To signify material moved from or to another part of the tariff with no change, unless there is another symbol present
- (N) - To signify new material
- (R) - To signify rate reduction
- (T) - To signify a change in text but no change in rate or regulation

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### 1. APPLICATION OF TARIFF

#### 1.1 Application of Tariff

This tariff applies to the furnishing of Residential Local Exchange Services defined herein by AT&T Corp. (hereinafter referred to as the "Company" or "AT&T"). Residential Local Exchange Services are furnished for the use of end-users in placing and/or receiving local telephone calls within the Local Service Area.

The provision of Local Exchange Service is subject to existing regulations and terms and conditions specified in this tariff and this Company's current tariffs, and may be revised, added to or supplemented by superseding issues.

AT&T reserves the right to offer its customers a variety of competitive services as deemed appropriate by the Company.

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### 1. APPLICATION OF TARIFF

#### 1.2 Tariff Format

##### 1.2.1 Page Numbers

Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially in each Section. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 4 and 5 would be 4.1.

##### 1.2.2 Page Revision Numbers

Page revision numbers also appear in the upper right hand corner of the page. These numbers are used to determine the most current page on file. For example, a 4th Revised Page cancels a 3rd Revised Page.

##### 1.2.3 Numbering Sequence

There are nine levels of alphanumeric coding. Each level is subservient to its previous higher level. The following is an example of the numbering sequence used in this Tariff.

2.  
2.1.  
2.1.1.  
2.1.1.A.  
2.1.1.A.1.  
2.1.1.A.1.(a)  
2.1.1.A.1.(a)I.  
2.1.1.A.1.(a)I.(i)  
2.1.1.A.1.(a)I.(i)(1)

##### 1.2.4 References to Other Tariffs

Whenever reference is made to other tariffs, the reference is to the tariff in force as of the effective date of the reference, and to amendments thereto and successive issues thereof.

##### 1.2.5 Trademarks and Service Marks

Trademarks and Service Marks to the extent, if any, used throughout this Tariff, are Trademarks and Service Marks of AT&T and are as specified in the Table of Contents and/or the appropriate Service Section of this Tariff.

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### 2. GENERAL REGULATIONS

#### 2.1 Undertaking of the Company

The Company undertakes to provide the services offered in this Tariff on the terms and conditions and at the rates and charges specified herein.

Local Exchange Services consist of furnishing two-way communication to or from a demarcation point on the Customer's premises and another demarcation point within a Local Service Area as specified in Section 3 of this Tariff.

Services, features and functions will be provided where facilities, including but not limited to: billing capability and technical capabilities are available without unreasonable expense to the Company and the ability of the company to purchase Unbundled Network Elements ("UNEs") (as that term is defined by applicable law), either alone or in combination (including a combination of unbundled switching with other UNES), are available. AT&T reserves the right to withdraw any service provided pursuant to this tariff or to modify its terms and conditions, upon 30 days notice, in the event that changes occur (including regulatory changes) which affect either the availability of facilities to AT&T, or the terms and conditions upon which they are obtained. The foregoing is in addition to all other existing rights retained by AT&T to modify or withdraw its services at any time.

The Company's obligation to furnish service, features and/or facilities is also dependent upon its ability to provide, secure and retain, without unreasonable expense to the Company (a) suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment, (b) suitable space for its plant and facilities in the building where service is or is to be provided, (c) facilities for interconnection from alternate suppliers.

Except as may otherwise be specified in this Tariff, service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this Tariff, a month is considered to have 30 days.

In the event of a dispute, the non-prevailing party may be liable for reasonable court costs and attorneys' fees.

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### 2. GENERAL REGULATIONS

#### 2.1 Undertaking of the Company (continued)

##### 2.1.1 Terms and Conditions

Customers may be required to enter into written service orders, which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Tariff. The Customer may also be required to execute any other documents as may reasonably be requested by the Company in connection with the provisioning of Local Exchange Services.

At the expiration of the initial term specified in each service order, or of any extension thereof, service shall continue on a month to month basis at the then current month to month rates until terminated. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Tariff prior to termination. The rights and obligations, which by their nature extend beyond the termination of the term of the service order shall survive such termination.

##### 2.1.2 Notification of Service Affecting Activities

The Company may undertake service-affecting activities in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

##### 2.1.3 Provision of Services, Equipment or Facilities

The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability, except as stated or expressly provided for in this tariff.

The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment provided or installed by the Company, except upon the written consent of the Company.

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### 2. GENERAL REGULATIONS

#### 2.1 Undertaking of the Company (continued)

##### 2.1.3 Provision of Services, Equipment or Facilities (continued)

The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby degrade the technical parameters of the service provided to the Customer.

Equipment the Company provides, installs or has installed on its behalf at the Customer premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.

The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities.

When the facilities or equipment of other companies are used by the Customer, the Company is not liable for any act, error, omission or interruption caused by the other company or their agents or employees. This includes but is not limited to:

The provision of a signaling system database by another company;

The transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or

The reception of signals by Customer-provided equipment.

The Customer shall be responsible for the payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

##### 2.1.4 Reserved for Future Use



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### 2. GENERAL REGULATIONS

#### 2.1 Undertaking of the Company (continued)

##### 2.1.5 Customer Equipment

A Customer may transmit or receive information or signals via the facilities of the Company by use of Customer-provided equipment.

Customer-provided equipment on the Customer premises, and the electric power consumed by such equipment, shall be provided by and maintained at the expense of the Customer.

The Customer is responsible for ensuring that Customer-provided equipment and wiring connected to Company equipment and facilities is compatible with such Company-provided equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and facilities by the connection, operation or maintenance of the Customer-provided equipment and wiring must be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. If the Company, in its sole discretion, reasonably determines that additional protective equipment is required to prevent such damage or injury, it shall be provided at the Customer's expense.

Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections at the Customer's premises as may be necessary to determine that the Customer is complying with the requirements set forth in this Tariff.

If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company may immediately and without notice deny service when the Customer (a) subjects Company or non-Company personnel to hazardous conditions, (b) circumvents the Company's ability to charge for its services, prevent and protect against fraud or (c) acts in a way that may cause immediate harm to the local exchange network or other Company services.

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### 2. GENERAL REGULATIONS

#### 2.2 Liability of the Company

##### 2.2.1 Service Liability

The Company's liability, if any, for its willful misconduct is not limited by this Tariff. With respect to any other claim or suit by a Customer or by any others, for damages associated with the installation, provision, preemption, termination, maintenance, repair or restoration of a service, and subject to the provisions following, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. In no event shall the Company be liable for special, reliance, consequential or other such damages. This liability for damages shall be in addition to any amounts that may otherwise be due the Customer under this Tariff as a Credit Allowance for Interruptions and Service Quality Guarantees.

The Company is not liable for any act or omission of any other communications utility, which furnishes a portion of a service.

The Company is not liable for damages to a premises resulting from the furnishing of service including the installation and removal of equipment or facilities and associated wiring, unless the damage is caused solely by the Company's negligence.

The Company shall be indemnified, defended, and held harmless against any claim, loss or damage arising from the use of service offered under this Tariff, involving:

Claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communication;

Claims for patent infringement arising from combining or using Local Exchange Service furnished by the Company in connection with facilities or equipment furnished by others; or

All other claims arising out of any act or omission of others in the course of using services provided pursuant to this tariff.

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### 2. GENERAL REGULATIONS

#### 2.2 Liability of the Company (continued)

##### 2.2.1 Service Liability (continued)

The Company does not guarantee or make any warranty with respect to Local Exchange Service when used in an explosive atmosphere. The Company shall be indemnified, defended, and held harmless by the Customer and User against all claims, losses or damages by any person relating to Local Exchange Service provided pursuant to this tariff when used in an explosive atmosphere.

No license under patents (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppels, with respect to any service offered under this Tariff. The Company will defend the Customer and authorized user against claims of patent infringement arising solely from the use by the Customer or authorized user of services offered under this Tariff and will indemnify such Customer or authorized user for any damages awarded based solely on such claims.

The Company's failure to provide or maintain services under this Tariff shall be excused by labor difficulties, facility availability, governmental orders, civil commotions, preemption of existing services to restore services in compliance with Part 64, Subpart D, Appendix A, of the F.C.C.'s Rules and Regulations, acts of God and other circumstances beyond the Company's reasonable control.

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### 2. GENERAL REGULATIONS

#### 2.2 Liability of the Company (continued)

##### 2.2.2 Temporary Suspension for Repairs

The Company shall have the right to make necessary repairs or changes in its equipment or facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience. When the Company is repairing or changing its equipment or facilities, it shall take appropriate precautions to avoid unnecessary interruptions of communications or Customer's service.

##### 2.2.3 Credit Allowance for Interruptions

Except as may otherwise be specified in this tariff, interruptions of twenty-four hours or more, which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer are credited to the Customer at the proportionate monthly charge (1/30 of the service monthly recurring charge) involved for each twenty-four hours or fraction thereof of interruption. Credit is not allowed for interruptions to service of less than twenty-four hours.

No interruption allowance shall be made for failures in facilities provided with or by other carriers except as may otherwise be provided in other Sections of this tariff.

No interruption allowance shall apply where service is interrupted by the negligence or willful act of the Customer or where the Company, pursuant to the terms of the tariff, suspends or terminates service, because of nonpayment of bills due the Company, unlawful or improper use of the facilities or service, or any other reason covered by the tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this tariff, the Customer is responsible for providing electric power.

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### 2. GENERAL REGULATIONS

#### 2.3 Obligations of the Customer

##### 2.3.1 Customer Responsibilities

The Customer shall be responsible for:

The payment of all applicable charges pursuant to this tariff.

Damage to or loss of the Company's equipment or facilities caused by the acts or omissions of the Customer or the noncompliance by the Customer with these regulations, or by fires or theft or other casualty on the Customer premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company.

Providing at no charge, as specified from time to time by the Company any needed personnel, equipment or facilities, space and power to operate Company equipment or facilities installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises.

Obtaining, maintaining and otherwise having full responsibility for all rights-of-ways and conduit necessary for installation of associated equipment or facilities used to provide Local Exchange Services to the Customer from the cable building entrance or property line to the location of the equipment or facilities space. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided equipment or facilities, may be charged by the Company to the Customer.

Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees, contractors and agents shall be installing or maintaining the Company's equipment or facilities. The Customer may be required to install and maintain Company equipment or facilities within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work.

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### 2. GENERAL REGULATIONS

#### 2.3 Obligations of the Customer (continued)

##### 2.3.1 Customer Responsibilities (continued)

The Customer shall be responsible for: (continued)

Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of Company equipment or facilities in any Customer premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the equipment or facilities of the Company.

Not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities.

With respect to any service, equipment or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:

Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees.

Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services, equipment or facilities in a manner not contemplated by the agreement between the Customer and the Company.

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### 2. GENERAL REGULATIONS

#### 2.3 Obligations of the Customer (continued)

##### 2.3.1 Customer Responsibilities (continued)

Customers, who subscribe to Local Exchange Services and resell the services to others, shall be the Customer of Record. The Customer of Record shall be responsible for complying with all laws and regulations of the State of Arizona which relate in any way to the Customer of Record's provision of local telephone services, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and the payment of applicable taxes.

The Company will bill the Customer of Record who is at all times responsible for payment of the full amount of all charges incurred. The Company is not responsible for the allocation of usage or charges for resold services. The Customer of Record is responsible for allocating charges to its end users.

The Company will communicate with the Customer of Record with respect to ordering, provisioning, maintenance, repair, billing, collection and other matters related to Local Exchange Services. The Company has no obligation to provide notice to, or communicate with the Customer of Record's end users.

With respect to resold services, applications for service as well as requests for additions, rearrangements or discontinuances of service will be accepted only from the Customer of Record.

In connection with the marketing of its services, the Customer of Record may not directly or indirectly (1) use AT&T's trade names, trademarks, service marks, registered marks or other indicia of origin (or confusingly similar names, marks or other indicia) in a manner that may cause third parties (including the Customer of Record's end-users) to believe that service provided by the Customer of Record is AT&T service; or (2) use AT&T's corporate logos, or trade dress (or confusingly similar logos or trade dress).

The furnishing of special arrangements to resellers is subject to the regulations set forth in this Tariff.

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### 2. GENERAL REGULATIONS

#### 2.3 Obligations of the Customer (continued)

##### 2.3.1 Customer Responsibilities (continued)

When local exchange service is resold, neither the Customer nor any other reseller or intermediary in the sales chain between the Customer and an end user may make any use (including but not limited to use in advertising, promotional materials, Internet or other on-line website, stationery, business cards, billing material or signage) of AT&T's name, logo, trademarks and service marks (registered and unregistered), trade dress or other symbols that serve to identify and distinguish AT&T from its competitors ("AT&T's Marks"), or of any confusingly similar name, logo, trademarks and service marks (registered and unregistered), trade dress or other symbols, except that a reseller may:

Use AT&T's Marks in comparative advertising solely to identify AT&T as a competitor, or to identify AT&T's competing services, provided such use is not made in a factually incorrect or misleading context or in a manner that is likely to cause confusion or mistake, or to deceive or to identify AT&T as an underlying provider of the reseller's service;

Use AT&T's Marks pursuant to the terms of a separate written brand-licensing agreement;

Use AT&T's name to the extent it is specifically required by statute, regulation or other government requirement to do so, and;

Indicate, in response to an unsolicited inquiry from an end user (including a prospective end user), that it uses AT&T as its underlying carrier, provided the reseller also:

Advises the end user that a portion of its service will be provided using reseller's own switching or transmission facilities (if applicable);

Identifies any other long distance providers the reseller uses in providing service to the end user;

Advises the end user it will not be an AT&T Customer for the resold service, and;

Does not emphasize AT&T's name more than either its own name or that of any other long distance provider the reseller uses.

For purposes of this provision, local exchange service is resold if the Customer (or any other reseller or intermediary in the sales chain between the Customer and an end user) uses local exchange service to re-offer telecommunications service to others (with or without "adding value") for profit.



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### 2. GENERAL REGULATIONS

#### 2.3 Obligations of the Customer (continued)

##### 2.3.2 Reserved for Future Use

#### 2.4. Connections of Terminal Equipment and Communications Systems

##### 2.4.1. Recording of Two-Way Telephone Conversations

Local Exchange Services are not represented as adapted to the recording of two-way telephone conversations. However, Customer-provided voice recording equipment may be directly, acoustically or inductively connected with Local Exchange Services for the recording of such conversations. When such connections are made, the Customer-provided voice recording equipment shall be so arranged that at the will of the user it can be activated or deactivated. In addition, one of the following conditions must apply:

All parties to the telephone conversation must give their prior consent to the recording of the conversation, and their prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or

A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of the recording equipment, or

All parties to the telephone conversation must be verbally notified at the beginning of the conversation and the notification must be recorded as part of the call, by the recording party.

The exceptions to the foregoing requirements are as follows:

Recordings made of incoming calls to telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls.

Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted.

Recording of calls made by Federal, State or local law enforcement authorities, or federal intelligence authorities, acting under cover of law.

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### 2. GENERAL REGULATIONS

#### 2.4. Connections of Terminal Equipment and Communications Systems (continued)

##### 2.4.2. Violation of Regulations

When any terminal equipment or communications system is used with Local Exchange Services in violation of any of the provisions of this Tariff, the Company will take immediate action, based on the circumstances, to protect its services or interests, including disconnection of the service, and will promptly notify the Customer of the violation. The Customer shall discontinue such improper use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the Customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in disconnection of the Customer's service until such time as the Customer complies with the provisions of this Tariff.

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### 2. GENERAL REGULATIONS

#### 2.5 Payments and Charges

##### 2.5.1 Establishment and Re-Establishment of Credit

The Company may conduct a credit investigation of each Commercial and/or Consumer Service Customer or applicant prior to accepting the service order, Customer deposit or advance payment. A Customer whose service has been discontinued by the Company for nonpayment of bills for Local Exchange Services will be required to pay all bills due the Company for telecommunications services or make other arrangements satisfactory to the Company and to re-establish credit before service is restored or any service started.

##### 2.5.2 Billing and Collection

The Customer is responsible for payment of all charges for equipment or facilities and services furnished by the Company to the Customer.

The Company will establish a monthly billing date for each Customer account and shall bill all charges incurred by, and credits due to the Customer under this Tariff. Recurring charges are billed in advance of the month(s) in which service is provided, except where prohibited by law. Usage sensitive charges will be billed for the preceding billing period. Recurring charges and usage sensitive charges for the Federal Government will be billed in arrears. Bills are due by the payment due date shown on the bill.

When service does not begin on the first day of the billing cycle, or end on the last day of the billing cycle, the charge for the fraction of the billing cycle in which service was furnished will be calculated on a pro rata basis.

##### 2.5.3 Billing Disputes

The Customer is responsible for notifying the Company of any charges in dispute and the specific basis of such dispute. The Company reserves the right to require such notice to be in writing. All charges not in dispute shall be paid by the Customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company shall notify the Customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing. Amounts determined by the Company to be correctly charged shall also be subject to the late payment charge specified in this Tariff.

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### 2. GENERAL REGULATIONS

#### 2.5 Payments and Charges (continued)

##### 2.5.4 Advance Payments

The Company may require a Customer or applicant to make an advance payment as a condition of continued or new service. The Company reserves the right to require from an applicant for service, advance payments of recurring and nonrecurring charges, estimated usage charges, and other charges and guarantees in such amount as may be deemed necessary by the Company for safeguarding its interests. In addition, where special construction is involved, advance payment of the construction charges quoted may be required at the time of application. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made.

##### 2.5.5 Deposits

The Company may require a deposit, or an increase in the amount of deposit, of a Customer who cannot establish a credit standing satisfactory to the Company. If the actual bills of the Customer subsequently rendered prove that the deposit is either insufficient or excessive, the deposit may be changed in accordance with the facts.

Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.

Deposits held will accrue 6% simple interest in accordance with Arizona Corporation Commission regulations.

A deposit and its accrued interest is returned to the Customer, less any amounts due the Company when service is discontinued or after 12 months of non-delinquent service. Even though a deposit is made, the Customer must still pay bills, including any advance payments, when requested. A Customer's payment of a deposit does not waive or modify the Company's practice of disconnecting service for failure to pay any bills.

##### 2.5.6 Returned Check Charge

In addition to any late payment charges specified in this Tariff, the Customer will be assessed a charge for each check, draft, or electronic funds transfer submitted by the Customer to the Company which a financial institution refuses to honor.

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### 2. GENERAL REGULATIONS

#### 2.5 Payments and Charges (continued)

##### 2.5.7 Minimum Period Charge

Except as may otherwise be specified in this Tariff, the minimum period for service is one month. When a service is discontinued prior to the expiration of the minimum period, the minimum period charge will apply. In addition, all nonrecurring charges associated with the provision of the service will be billed.

##### 2.5.8 Late Payment Charge

Subject to billing and systems availability, when a bill or estimated bill for AT&T Residential Local Exchange Service charges is presented to the Customer, any amounts for which payment has not been received within 30 calendar days of the invoice date will be considered delinquent. The Customer shall be assessed a Late Payment Charge on any delinquent account balance, when that balance exceeds \$10.00. The period subject to the Late Payment Charge shall commence on the 31st calendar day after the invoice date, and continue from month to month until the delinquent balance is resolved. The Late Payment Charge shall be assessed monthly, based on the delinquent balance maintained on the account at that time. The Late Payment Charge shall be an amount equal to the outstanding delinquent balance multiplied by the applicable interest rate. The interest rate shall be 18% annually, simple interest (1.5% per month, simple interest) unless an applicable law or regulation specifies a lower rate to be charged, and that lower rate shall then apply. The Customer shall not be charged a Late Payment Charge on a delinquent balance, however, if an applicable law or regulation prohibits the imposition of such charges.

In the event a Customer disputes, in good faith, the validity of any charges appearing on its invoice, the amount of these disputed charges will be excluded from the total delinquent balance while the dispute is pending. If the Company sustains the charges after investigating the dispute, the applicable Late Payment Charges shall be deemed correct and binding on the Customer. If, alternately, the Company credits the charges after investigating the dispute, the Late Payment Charges will not apply.

When a local exchange company provides the billing function on behalf of the Company, the local exchange company's local exchange service late payment charge applies. Late payment charges do not apply until after the due date of the bill on which the usage charges first appear.

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### 2. GENERAL REGULATIONS

#### 2.6 Cancellation, Discontinuance and Changes

##### 2.6.1 Cancellation of Service

When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

Where the Company incurs an expense in connection with special construction, or where special arrangements of equipment or facilities have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies.

The special charges described above will be calculated and applied on a case-by-case basis.

If a Customer cancels a service order or terminates services before the completion of the term for any reason whatsoever, the Customer agrees to pay to the Company the following:

All non-recurring charges reasonably expended by the Company to establish service to the Customer, and

Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company, and

All recurring charges specified in the applicable tariff for the balance of the then current term, and

Any other charges set forth in this tariff or in the service order for such early cancellation or termination.

The above sums shall become due and owing as of the effective date of the cancellation or termination and be payable within the period, as set forth in this Tariff.

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### 2. GENERAL REGULATIONS

#### 2.6 Cancellation, Discontinuance and Changes (continued)

##### 2.6.2 Discontinuance of Service

The Company may discontinue or refuse to furnish any and/or all service(s) to the Customer or Applicant for service without incurring any liability if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities, equipment, assets, or services.

If a Customer (or any reseller or intermediary in the sales chain between the Customer and an end user) fails to comply with Section 2.3.1.D (Use of AT&T Marks), preceding, the Company may, on written notification to the Customer, immediately deny requests for additional service and/or restrict service to the non-complying Customer. If the non-compliance is not cured to AT&T's reasonable satisfaction within 30 days after the date of notification, the Company may discontinue the service upon five days prior written notice to the Customer (such cure may require, among other things, corrective communications with end users, in addition to cessation of the non-complying use of AT&T's Marks). The Company may pursue any other available remedies with respect to the conduct that constitutes the non-compliance.

The discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. In addition, the Company may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer, to be immediately due and payable.

In the event the Company incurs fees or expenses, including attorneys' fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.

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### 2. GENERAL REGULATIONS

#### 2.6 Cancellation, Discontinuance and Changes (continued)

##### 2.6.2 Discontinuance of Service (continued)

The Company may, without incurring any liability, discontinue or suspend service upon 5 days notice, or refuse service if:

The Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of communications services or its planned use of the Company's service(s); or

The Customer states that it will not comply or fails to comply with a request of the Company for deposits or advance payments, as specified in this Tariff; or

The Customer uses service without payment for the service or the Customer fails to pay any amounts owing to the Company for services to which the Customer subscribes or had subscribed or used.



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### 2. GENERAL REGULATIONS

#### 2.6 Cancellation, Discontinuance and Changes (continued)

##### 2.6.2 Discontinuance of Service (continued)

The Company may, without incurring any liability, discontinue or suspend service without notice, or refuse service if:

The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of communications services, or its planned use of the Company's service(s); or

The Customer uses service to transmit a message, locate a person or otherwise give or obtain information without payment for the service; or

The Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:

Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this Tariff; or

Using tricks, schemes, false or invalid numbers, false credit devices, or electronic devices; or

Any other fraudulent means or devices; or

Any material portion of the facilities used by the Company to provide service to the Customer is condemned or a casualty renders all or any material portion of such equipment or facilities inoperable beyond feasible repair; or

Any governmental order or directive calls for the discontinuance of service, the Customer alters the services to be provided, or the Customer violates an applicable law or regulation.

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### 2. GENERAL REGULATIONS

#### 2.6 Cancellation, Discontinuance and Changes (continued)

##### 2.6.3 Changes in Service

If the Customer makes or requests material changes in circuit engineering, equipment or facility specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, Customer's charges shall be adjusted accordingly.

##### 2.6.4 Restoration of Service

When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service.

If a service has been suspended or disconnected for nonpayment, service will be re-established upon receipt of all charges due, which includes charges for services and facilities during the period of suspension and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order or certified check. If such payment is made by personal check, service may not be restored until bank clearance of the check.

If any Customer's service is restored after having been disconnected in accordance with this Tariff but a Company service order to terminate such service has not been completed when such service is restored, the Customer may be required to pay a restoration of service charge.

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### 2. GENERAL REGULATIONS

#### 2.7 Assignment Or Transfer Of Service

The Customer may not assign or transfer its rights or duties in connection with the services and equipment or facilities provided by the Company without the written consent of the Company. The Company may assign its rights and duties without prior notice or consent (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company, or (c) pursuant to any financing, merger or reorganization of the Company.

#### 2.8 Provision For Certain Local Taxes And Fees

Any assessments, franchise fees, privilege, license, occupation, excise, or other similar fees or taxes, whether in a lump sum or at a flat rate, or based on receipts, or based on poles, wire or other utility property units, imposed upon the Company by any governmental authority shall be added pro rata, insofar as practical, to the rates and charges stated in the Company's standard schedules, in amounts which in the aggregate for the Company's Customers of any political entity shall be equal to the amount of any such fee or tax upon the Company. Company shall, so long as any such tax or fee is in effect, add to the bills of the Customers in such political entity pro rata on the basis of the revenue derived by Company from each such Customer, an amount sufficient to recover any such tax or fee, and may list this amount separately on the bill.

#### 2.9 Notices And Communications

All notices or other communications required to be given pursuant to this Tariff will be in writing except where notice is provided in this Tariff. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication, or bill with the U.S. Mail or a private delivery service, postage prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, billing or other communications.

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### 2. GENERAL REGULATIONS

#### 2.10 Definitions

911 Service Area - the geographic area in which a particular PSAP will respond to all 911 calls and dispatch appropriate emergency assistance.

Automatic Location Identification (ALI) - an E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (e.g., secondary locations, off-premise extensions) are generally identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI) - provides for the telephone number of the calling party to be forwarded to the PSAP.

Commercial Service (Business) - Service is classified and charged for as Commercial Service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business directory listing is furnished.

Consumer Service (Residence) - Service is classified and charged for as Consumer Service where the primary use of the service is of a domestic nature and where the business use, if any, is merely incidental.

Customer - The person or legal entity that subscribes to service under this Tariff and is responsible for payment of tarified charges for services furnished to that Customer.

Customer Premises - A Customer premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on contiguous property.

Demarcation Point - The point at which common carriers terminate communications cabling in a building.

Emergency Service Number (ESN) - an ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, PSAP and medical) within a particular serving area. An ESN is associated with a primary possibly one or more secondary PSAPs.

Exchange Area - A geographical area served by a Rate Center. The Company concurs with the Incumbent Local Exchange Carriers' exchange areas and exchange maps that are on file.

Local Exchange Service - A service, which permits calling to stations in the Customer's Local Service Area.

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### 2. GENERAL REGULATIONS

#### 2.10 Definitions (continued)

Local Service Area - A Local Service Area is the region, comprised of one or more complete Exchange Area(s), within which a Customer can call another station at the rates and charges set forth in this Tariff.

Public Safety Answering Point (PSAP) - a communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.

Rate Center - A specified geographical location used for determining mileage measurements. A list of the applicable rate centers is set forth in the AT&T Consumer Services Guides.

Resale - Resale is the reselling by a Customer of the Company service, facilities or equipment to others for a profit. A reseller is a Commercial Service Customer who is subject to the applicable rules and regulations of (1) the Communications Act of 1934, as amended, and the Federal Communications Commission and/or (2) the Arizona Administrative Code.

Universal Emergency Number Service - 911 - an exchange service whereby a Public Safety Answering Point (PSAP) designated by customer may receive calls dialed to the telephone number 911. The service includes facilities and equipment needed to switch and transport to the designated PSAP emergency calls originated by persons within the serving area who dial 911.

For purposes of the Universal Emergency Number Service - 911, the Company adopts the rates, terms and conditions contained in CenturyLink Exchange and Network Services Price Cap Tariff, Section 9.2.1, Universal Emergency Number Service - 911.

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### 2. GENERAL REGULATIONS

#### 2.11 Emergency Number Service (911 and E911)

##### 2.11.1 911 Service Descriptions

This tariff provides for Emergency Number Service (911 Service), which is an arrangement of Company Central Office and trunking facilities whereby a user who dials the telephone number "911" will reach the emergency report center for the telephone from which the number is dialed or may be routed to an operator if all lines to an emergency report center are busy. The telephone user who dials the 911 number will not be charged for the call.

The company shall provide to the PSAP only such name, address and telephone number information as the Customer shall provide to the Company, and for any 911 or E911 call, the Company shall only pass to the PSAP such information, including ALI and /or ANI data, as the Customer's facilities, network or station equipment shall make properly available to the Company's network and equipment for transmission to the PSAP.

Universal Emergency Number Service - 911 is an exchange service whereby a Public Safety Answering Point (PSAP) designated by customer may receive calls dialed to the telephone number 911. The service includes facilities and equipment needed to switch and transport to the designated PSAP emergency calls originated by persons within the serving area who dial 911.

For purposes of the Universal Emergency Number Service - 911, the Company adopts the rates, terms and conditions contained in Qwest Corporation's Exchange and Network Services Price Cap Tariff, Section 9.2.1, Universal Emergency Number Service - 911.

The 911 calling party waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating access line location are furnished to the PSAP.

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### 2. GENERAL REGULATIONS

#### 2.11 Emergency Number Service (911 and E911) (continued)

##### 2.11.2 Emergency Telephone Service Charge

The Company may assess Customers a fee, on a recurring basis, non-recurring basis, or both, and may, where required or permitted, also assess and remit appropriate surcharges or other amounts payable to public or other agencies that provide 911 services.

Because the Company's serving boundaries may not coincide with political subdivisions and 911 service district boundaries, the Company may assess standard fees and surcharges upon all service users served by a central office providing 911 service.

##### 2.11.3 Rules, Regulations Terms and Conditions

The Customer agrees to release, indemnify, defend, and hold harmless the Company from any all claims, suits, proceedings, expenses, losses, liabilities, or damages ("Claims") by any party or parties arising out of the use or attempted use of the Customer's services for purposes of placing 911 or E911 calls, including (a) Claims of infringement or invasion of the right of privacy or confidentiality of any person or persons; (b) all other Claims arising out of any act or omission of Customer or any user of the Customer's services, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder. Customer agrees to defend Company against any such Claims and to pay, without limitation, all litigation costs, reasonable attorney's fees and court costs, settlement payments, and any damages awarded or resulting any such Claims.

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### 3. RESIDENTIAL LOCAL SERVICE AREAS

#### 3.1 General

The Company offers AT&T Residential Local Exchange Services in an area located within Qwest's territory and concurs with Qwest's exchange areas and exchange maps filed by CenturyLink.

#### 3.2 AT&T Residential Local Exchange Service Areas

The Company offers AT&T Residential Local Exchange Service in the following wire centers located within CenturyLink's territory:

SWITCH NAME	
BEARDSLEY	PHOENIX-NORTH CAP
CATALINA	PHOENIX-NORTHWEST
CASA GRANDE	PHOENIX-NORTHEAST
CAVE CREEK	PHOENIX-PECOS
CHANDLER MAIN	PHOENIX-PEORIA
CHANDLER-SOUTH	PHOENIX-SOUTHEAST CAP
CHANDLER-WEST	PHOENIX-SOUTH
COLDWATER	PHOENIX-SUNNYSLOPE
CORONADO	PHOENIX-WEST CAP
CORTARO	PINNACLE PEAK
COTTONWOOD-MAIN	PRESCOTT-EAST
COTTONWOOD-SOUTH	PRESCOTT-MAIN
DEER VALLEY NORTH	RINCON
FLAGSTAFF-EAST	SCOTTSDALE MAIN
FLAGSTAFF-MAIN	SEDONA
FLOWING WELLS	SEDONA-SOUTH
FORT MCDOWELL	SHEA
GILBERT	SIERRA VISTA-MAIN
GLOBE	SUNRISE
GREEN VALLEY	SUPERSTITION-EAST
GLENDALE MAIN	SUPERSTITION-MAIN
LITCHFIELD PARK	SUPERSTITION WEST
MCCLINTOCK	TEMPE MAIN
MESA	THUNDERBIRD
NOGALES	TANQUE VERDE
NOGALES-MIDWAY	TOLLESON
PAGE	TUCSON-WEST
PAYSON	TUCSON-SOUTHEAST
PHOENIX-FOOTHILLS	TUCSON-CRAYCROFT
PHOENIX-BETHANY WEST	TUCSON-EAST
PHOENIX-CACTUS	TUCSON-MAIN
PHOENIX-EAST	TUCSON-MORTH-1A CAP
PHOENIX-GREENWAY	TUCSON-SOUTH CAP
PHOENIX-MAIN	YUMA
PHOENIX-MARYVALE CAP	YUMA-FORTUNA
PHOENIX-MID RIVERS	YUMA-SOUTHEAST

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### 4. SPECIAL ARRANGEMENTS

#### 4.1 Promotional Offerings

From time to time, the Company will introduce promotional offerings. The Company may offer services at a reduced rate, or offer incentives including gift certificates and coupons for promotional, market research or rate experimentation purposes.

#### 4.2 Market Trials

The Company may offer service to test and evaluate service capabilities, implementation procedures, technical processes, etc., or for market research, including rate experimentation purposes. Such trials will be for a limited duration.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.1 Description

AT&T residential local exchange service provides a Customer with an individual access line with tone type signaling arrangements that allow calls to be placed with a push button keypad or rotary dial telephone set. The access line is the connecting facility between the Customer's premises and a serving central office that provides Customer access to a telephone system for placing and receiving calls.

The access line is combined with call features that will allow the Customer to tailor Residential Local Exchange Service to his or her needs. Access to 900 and 976 service is not available.

AT&T residential local exchange services are available where facilities and operating systems exist and may be offered in conjunction with an associated long distance service offering provided by AT&T.

#### 5.2 Monthly Recurring Charges

AT&T residential local exchange services are subject to monthly recurring charges on a per-line basis as shown in the Price List.

#### 5.3 Non-Recurring Charges

AT&T residential local exchange services are subject to one time service order and labor charges for providing, moving, changing, restoring and rearranging new or existing access lines on a per-line basis as shown in the Price List.

Adds and moves to an existing residential access line that require dispatch of Company personnel to a Customer location are subject to non-recurring charges on a per-hour basis, with a one hour minimum charge beginning from the time when the Company's employee or contractor enters the Customer's location. Should the service call exceed one hour, the Customer will be assessed charges in 15-minute increments until the service call is completed. Such dispatch services may include, but are not limited to, work with Company on-premise equipment, the demarcation point, or the facilities, which is done after the initial installation of service.

When the Customer requests that the location of the network interface device be other than that designated by the Company a network interface device charge applies rather than the Initial Premise Visit Charge and Labor Charges.

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#### 5.3 Non-Recurring Charges (continued)

A Record Order Charge is applied to existing Residential Local Service Customers who initiated a change to their billing records, including but not limited to a suspension of services, change in mailing address of billing party, change in name of billing party, or an addition or change of calling card or intraLATA calling plan services. A Service Order Charge is not charged with a Record Order Charge. For changes applied to directory listings, see non-recurring directory listing charges in the Price List.

#### 5.4 Arizona Telephone Assistance Program (TAP)

The Low-Income Telephone Assistance Program provides for a credit against the recurring monthly rate for the provision of local residential service for certain low-income Customers.

The Low-Income Telephone Assistance Program credit is only available to low-income Customers who meet eligibility requirements established by A.R.S. 42-1322.02, 46-701, 702, 703, and 704. Applicants must be a head of household, be 65 years of age or older and have a household income at or below poverty level.

The monthly credit will be based on a 17% discount on the primary line basic local exchange service.

The Low-Income Telephone Assistance Program credit will begin with the date the Company receives a valid application from the Customer or when new service is established for a qualifying Customer. The credit will be prorated on the basis of a 30-day month from the effective date of the Customer's application.

The regular nonrecurring charges, terms and conditions applicable to these service offerings specified above will apply. The nonrecurring charges to change to or from this program due to eligibility status will be waived.

Customers of this service will receive a 17% percent reduction on the nonrecurring charge once during a calendar year. The credit is applicable only to the Customer's principal residence line.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.5 Custom Calling Service

Custom Calling Service is an optional service arrangement of central office services furnished to individual line Residential Local Exchange Service Customers. It is available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit.

##### 5.5.1 Custom Calling Feature Descriptions

###### Anonymous Call Rejection

Permits the Customer to reject calls from persons who have activated a call blocking option to prevent display of their name and phone number. All blocked calls will be intercepted by a recording that will give the caller information on options to complete their call.

###### Automatic Call Return

Permits the Customer to automatically redial the last incoming call by using a code. The last number does not have to be known or have been answered. Activation must occur before another incoming call or before the Customer receives a call-waiting indication.

###### Call Forwarding Busy - Call Alert

Provides the Customer with an alert that a call has come over the same line that the Customer is utilizing to access the Internet. The call is forwarded to the ISP (Internet Service Provider) whereby the Customer will have the option of taking the call or sending a pre-recorded message to the caller. This feature is available with third party vendors who have arranged for a proprietary ordering interface with AT&T, which will allow the vendor to order this service on behalf of the Customer.

###### Call Forwarding - Busy Line/No Answer

When activated by the Customer via dialed access voice prompt menus, automatically transfers all incoming calls that reach a busy signal or no answer response from the Customer's telephone number to another dial able telephone number until the Customer deactivates the feature.

###### Call Forwarding - Selective

Allows the Customer to forward only those calls from telephone numbers on their "Call Forwarding - Selective" list (up to fifteen numbers). When activated, only incoming calls that appear on the list will be forwarded to the remote location. Customers can forward calls to any local or long distance telephone number.



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#### 5.5 Custom Calling Service (continued)

##### 5.5.1 Custom Calling Feature Descriptions (continued)

###### Call Forwarding - Transfer

Allows a Customer to transfer an incoming call to any dialable telephone number, including a long distance number, and hang up without disconnecting the call. The Customer may also add a third party to an existing incoming call.

###### Call Forwarding - Variable

When activated by the Customer via dialed access voice prompt menus, automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature.

###### Call Screening

Permits the Customer to designate up to six telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement, which will indicate that calls are not being taken at this time.

###### Call Trace

Once the Customer activates this feature by dialing an AT&T designated code, the incoming telephone number is traced and provided to law enforcement officials. The traced number is not provided to the Customer.

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#### 5.5 Custom Calling Service (continued)

##### 5.5.1 Custom Calling Feature Descriptions (continued)

###### Call Waiting

Provides a tone signal when a second call is coming in on a busy line. Allows the second call to be answered without disconnecting from the existing call. Allows switching between the calls when desired. Allows either call to be ended at any time. This feature lets the Customer know when someone else is calling and allows the call to be received without having two lines. This feature is not compatible with Call Forwarding - Busy Line/No Answer.

###### Call Waiting ID

Feature is available if the Customer does not already have Call Waiting and Caller ID with Name. Customer will hear the Call Waiting tone and will be able to see caller information for the waiting call on their Caller ID display.

###### Caller ID with Name and Number

Displays the listed name and number associated with the incoming telephone number. The name and number will be delivered to a Customer-provided display device attached to the Customer's telephone line, telephone or answering machine with a built-in display screen.

###### Custom Ring 1

Permits the Customer to receive calls dialed to two separate telephone numbers without having a second access line. Distinctive ringing is provided for the additional telephone number to facilitate identification of incoming calls. One directory listing is provided for each Custom Ring number.

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#### 5.5 Custom Calling Service (continued)

##### 5.5.1 Custom Calling Feature Descriptions (continued)

###### Custom Ring 2

Permits the Customer to receive calls dialed to three separate telephone numbers without having a second or third access line. Distinctive ringing is provided for the additional telephone numbers to facilitate identification of incoming calls. One directory listing is provided for each Custom Ring number.

###### Custom Ring 3

Permits the Customer to receive calls dialed to three separate telephone numbers without having a second or third access line. Distinctive ringing is provided for the additional telephone numbers to facilitate identification of incoming calls. One directory listing is provided for each Custom Ring number. Custom Ring 1 and 2 are required.

###### Distinctive Ringing Service

Permits the Customer to establish a list of up to 15 numbers that have priority. When an incoming call is received from any of these priority numbers, the Customer will hear a distinctive ring.

###### Pay-Per-Use Features

Allows Customers to use Automatic Call Return, Repeat Dialing, and Three-Way Calling on a pay-per-use basis. The Customer is charged for a successful activation of a feature. These features are capped at 10 uses per month.

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#### 5.5 Custom Calling Service (continued)

##### 5.5.1 Custom Calling Feature Descriptions (continued)

###### Repeat Dialing

Activated by the Customer dialing a code, the last outgoing call placed by the Customer is automatically redialed. If the line is not busy, the call will complete. If the line is busy, the Customer will hear a confirmation tone, then hang up. Once the Customer hangs up, the network will monitor the busy/idle status of both lines every 45 seconds for up to 30 minutes.

###### Speaking Call Waiting

Provides an audible announcement of the incoming caller's name. The Customer hears the Call Waiting tone followed immediately by the calling party's name.

###### Speed Dialing 8

Allows the Customer to use preprogrammed one digit dialing to complete calls (local or long distance). Up to 8 numbers may be stored in memory.

###### Speed Dialing 30

Allows the Customer to use preprogrammed one or two digits dialing to complete calls (local or long distance). Up to 30 numbers may be stored in memory.

###### Three-Way Calling

Permits the Customer to add a third party to an established connection without the assistance of an Operator.

##### 5.5.2 Reserved for Future Use

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#### 5.6 Toll Restriction

Toll Restriction prohibits the completion of billable toll calls. Customers are able to complete the following types of calls: local calls, 411 (Directory Assistance), 911 (Emergency Service) and 8XX (toll free) calls. Attempts to complete billable toll calls (1+, 0+, 0-, 1010-426, 976, 900 or 700) will be blocked. Customers subscribing to Toll Restriction will have the option of placing toll calls using the Company's calling card, if calls are placed from lines that are not equipped with Toll Restriction. Customers subscribing to Toll Restriction will also have the option of accepting or rejecting collect and third number billed calls.

Customers subscribing to Toll Restriction are responsible for the payment of all completed calls. This service is provided where facilities and operating conditions permit.

#### 5.7 Call Blocking Options

Caller ID blocking is available on a per call basis and is automatically enabled for all Customers with AT&T residential local exchange service. It is activated by dialing \*67 prior to placing a call. Blocking will be activated for that outgoing call only.

Caller ID Blocking is available on a per line basis at the Customer's request. All calls are automatically blocked when a Customer subscribes to line blocking unless the blocking feature is deactivated. If a customer subscribes to line blocking, he/she can deactivate blocking by dialing \*82 prior to placing a call. Blocking will be deactivated for that outgoing call only.

Billed Number Screening is available on a per line basis at the Customer's request. Collect calls or calls billed to a third number or both are blocked.

International Call Blocking is available on a per line basis at the Customer's request. Direct dialed 011 and 101426X011+ outgoing calls are blocked.

Carrier Access Code Blocking is available on a per line basis at the Customer's request. Direct dialed 1014261+ and 101426X011+ outgoing calls are blocked from going over an alternate carriers network.

Pay-Per-Use Feature blocking is available on a per line basis at the Customer's request. Activation of repeat dialing, automatic call return, three-way calling or all three is blocked.

#### 5.8 Reserved for Future Use

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.9 Reserved Future Use

#### 5.10 Directory Assistance (DA) Service

Customers may call directory assistance by dialing 411 and request a telephone number(s). Directory Assistance does not include non-published numbers. Customers receive a monthly call allowance and can request two numbers per call.

Residential Customers may be exempt from Directory Assistance charges, up to 50 calls per month, if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment.

##### 5.10.1 Local Directory Assistance - Call completion

Provides the Customer the option of having the call completed by a Directory Assistance Operator after they have received the telephone number. This service does not provide for InterLATA call completion. In addition to the call completion charge, normal directory assistance charges and local usage charges, if applicable, would apply. NPAs 500, 700, 800, and 900 are not eligible for this service.

##### 5.10.2 National Directory Assistance

National Directory Assistance service allows Customers to request telephone listing information for areas outside of their local calling area or Local Access and Transport Area (LATA). A maximum of two requested telephone numbers will be provided for each National Directory Assistance call. Directory Assistance Call Completion is not offered with National Directory Assistance.

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#### 5.11 Directory Listing Service

Residence Customers will receive one combination white and yellow page directory, at no charge, when local service is established. Customers may request additional directories within the same area as their local service at no charge.

##### 5.11.1 Directory listing - standard

Standard listing shall consist of Customer name, address and telephone number. One listing per telephone number is included in the white pages.

##### 5.11.2 Directory listing - non-listed number (semi-private)

The Customer name, address and telephone number will not be listed in any telephone directory but will be available through Directory Assistance.

##### 5.11.3 Directory listing - non-published (private)

The Customer name, address and telephone number will be excluded from the telephone directory and Directory Assistance.

##### 5.11.4 Directory listing - additional listing

Customers may arrange for additional white page listings, similar to the standard listing.

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#### 5.12 Local Operator Services

A service charge will apply to calls placed with the assistance of a Company Operator. Various billing arrangements are available with AT&T's Operator Assisted Services, including Calling Card (AT&T CIID/891 Card, Local Exchange Company Calling Card, and Commercial Credit Card), Operator Station (Collect, Billed to Third Party, other Operator Assisted) and Person-to-Person.

The Customer-Dialed Calling Card Station service charge will apply when the Customer dials a call and bills it to an AT&T CIID/891 Calling Card not associated with the Customer's main billed account, a Local Exchange Company Calling Card, or a Commercial Credit Card.

The Operator-Dialed Calling Card Station service charge will apply when the Customer requests the assistance of a Company Operator in placing a calling card call or when the Customer dials the appropriate access number to complete a calling card call, but fails to respond in a timely manner to system prompts and must be transferred to a Company Operator for call completion.

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Customer-Dialed Calling Card Station and Person-to-Person.

Customers who cannot physically dial a call may qualify for the AT&T Operator Assisted exemption, which provides the Customer with Operator assistance at a direct dialed rate without service charge. No application/certification is required for this program; however, the Customer must request this exemption.

Person-to-Person charges apply when the calling party specifies to the Operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

Operator Assistance Local Usage rates apply to Operator-handled local calls. Calls are billed in one-minute increments, with an initial billing period of one minute.



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#### 5.13 Busy Line Verify Service

Provides operator assistance in determining if there is conversation in progress on a called station. There is a per request charge for verification service.

##### Busy Line Verification with Interrupt

Provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. Busy Line Verification must be made prior to a Busy Line Interrupt. The Customer shall indemnify and save the Company harmless against all claims by either party to the interrupted call or any other person that may arise from the use of Busy Line Interrupt.

#### 5.14 AT&T Residential Local Service Offers

AT&T Customers currently subscribing to Residential Local Service may select from the Offers described below.

Additional Custom Calling Features not included in the Customer's Offer may be ordered on an ala carte basis.

Certain Custom Calling Features may not be compatible with other Custom Calling Features.

##### 5.14.1 Call Plan Unlimited

The Call Plan Unlimited provides the Customer a basic dial tone line with unlimited calls from their residence within their local calling area.

##### 5.14.2 Call Plan Unlimited Plus

The Call Plan Unlimited Plus provides the Customer with unlimited calls from their residence within their local calling area.

Customers subscribing to this offer must select AT&T as their primary interexchange carrier and/or select from a variety of ala carte features. No feature discount is offered. This Plan may also be ordered for additional lines.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.3 Call Plan Unlimited with 3 Feature Package Enhanced

The Call Plan Unlimited with 3 Feature Package Enhanced provides the Customer with unlimited calls from their residence within their local calling area. The Offer also includes the choice of any three Custom Calling Features (if available) from the list below, which must be selected at the time of subscription:

- Caller ID with Name and Number (includes Anonymous Call Rejection)
- Call Waiting
- Three-Way Calling
- Call Forwarding-Variable
- Repeat Dialing
- Speed Dialing 30
- Call Return (includes Anonymous Call Rejection)

Long Distance Service is available with the Call Plan Unlimited 3 Feature Package Enhanced. See Telecommunications Service Tariff and Price List Section 5, Optional Calling Plans.

##### 5.14.4 Call Plan Unlimited with 2 Feature Package Enhanced

The Call Plan Unlimited with 2 Feature Package Enhanced provides the Customer with unlimited calls from their residence within their local calling area. The Offer also includes the choice of any two Custom Calling Features (if available) listed below:

- Caller ID with Name and Number (includes Anonymous Call Rejection)
- Call Waiting
- Three-Way Calling
- Call Forwarding-Variable
- Speed Dialing 30
- Repeat Dialing
- Call Return (includes Anonymous Call Rejection)

Long Distance Service is available with the Call Plan Unlimited 2 Feature Package Enhanced. See Telecommunications Service Tariff and Price List Section 5, Optional Calling Plans.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.5 Call Plan Deluxe

The Call Plan Deluxe provides the Customer with unlimited calls from their residence within their local calling area. The offer also includes a choice of Custom Calling Features (if available) listed below:

- Caller ID with Name and Number (includes
- Anonymous Call Rejection)
- Call Waiting
- Call Waiting ID
- Repeat Dialing
- Speed Dialing 30
- Call Forwarding-Variable
- Call Forwarding-BusyLine/No Answer
- Custom Ring 1
- Custom Ring 2
- Custom Ring 3
- Three-Way Calling
- Call Return (includes Anonymous Call Rejection)
- Call Screening
- Speaking Call Waiting
- Call Forwarding-Transfer
- Call Forwarding-Selective
- Distinctive Ringing

Long Distance Service is available with the Call Plan Deluxe offer. See Telecommunications Service Tariff and Price List Section 5, Optional Calling Plans.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.6 One Rate® USA Plan

The AT&T One Rate® USA Plan provides Customers who subscribe to AT&T as their primary interexchange carrier, primary intrastate intraLATA and interLATA carrier and primary local exchange carrier a combination of services for a monthly fee.

The service includes one local access line, touch-tone service, unlimited residential voice direct-dialed station local, intraLATA toll, in-state long distance and state-to-state calling.

The Customer will receive a choice of four Custom Calling Features from the following: Call Forwarding - Busy Line/No Answer, Call Forwarding - Variable, Automatic Call Return, Call Screening, Call Trace, Call Waiting, Call Waiting ID, Caller ID with Name, Repeat Dialing, Three-Way Calling and Anonymous Call Rejection.

AT&T One Rate® USA provides unlimited minutes of direct dialed 1+ domestic calling for residential voice service only. If it is determined that any intraLATA toll, in-state long distance and applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses AT&T may immediately suspend, restrict or cancel the Customer's service without prior notice.

If the Customer selects a carrier other than AT&T for their Local Exchange Carrier, the Customer will terminate their plan and AT&T will automatically place the Customer on the AT&T One Rate® 10¢ Plan if the Customer maintains direct-dialed domestic long distance, with or without local toll calling service with AT&T. This plan is available where billing and technical capabilities exist.

##### 5.14.7 AT&T Employee Offers

From time to time AT&T will provide certain local exchange service offers exclusively to its employees. These offers shall be subject to all other terms and conditions for service as contained in this tariff.

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#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.8 AT&T One Rate Advantage<sup>sm</sup> Plan

The AT&T One Rate Advantage<sup>sm</sup> provides Customers who subscribe to AT&T as their primary interexchange carrier primary intrastate intraLATA and interLATA carrier and primary local exchange carrier, a combination of services for a monthly fee.

The service includes one local access line, unlimited residential voice direct-dialed station local, and intraLATA toll; instate long distance, state-to-state calling, and calls to Canada.

The Customer will receive a choice of four Custom Calling Features from the following: Call Forwarding - Busy Line/No Answer, Call Forwarding - Variable, Automatic Call Return, Call Screening, Call Trace, Call Waiting, Call Waiting ID, Caller ID with Name, Repeat Dialing, Three-Way Calling, and Anonymous Call Rejection.

AT&T One Rate Advantage<sup>sm</sup> provides unlimited minutes of direct dialed 1+ domestic calling for residential voice service only. If it is determined that any intraLATA toll, in-state long distance, and state-to-state usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may immediately suspend, restrict or cancel the Customer's service without prior notice.

If the Customer selects a carrier other than AT&T for their Local Exchange Carrier, the Customer will terminate their plan and AT&T will automatically place the Customer on the AT&T One Rate<sup>®</sup> 10¢ Plan if the Customer maintains direct-dialed domestic long distance, with or without local toll calling service with AT&T. This plan is available where billing and technical capabilities exist.

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EFFECTIVE: NOVEMBER 1, 2012

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### AT&T Additional Feature Add-on Package

The AT&T Additional Feature Add-on Package offers a selection of additional features, as identified below for a convenient bundled rate.

- Anonymous Call Rejection
- Automatic Call Return
- Call Forwarding - Busy Line/No Answer
- Call Forwarding - Variable
- Call Trace
- Call Waiting
- Call Waiting ID
- Call Screening,
- Caller ID with Name
- Repeat Dialing
- Three-Way Calling

The Additional Feature Add-on Package is available to residential Customers who are enrolled in the following AT&T residential plans:

- Call Plan Unlimited with 2 Feature Package Enhanced
- One Rate Advantage<sup>sm</sup>
- One Rate Local Plan
- One Rate State Plan
- One Rate USA<sup>sm</sup>

The AT&T Additional Feature Add-on Package is available where facilities and billing capabilities permit.

Effective September 1, 2008, customers can no longer subscribe to this Additional Feature Add-On Package. Existing customers may keep this package, but cannot add new lines or keep the package if they move their existing local service and a new phone number is required. Existing customers can change features, and customers who subscribe to three or more features can add or remove features as long as they do not go below three features.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.9 AT&T One Rate<sup>o</sup> State Plan

AT&T One Rate<sup>o</sup> State Plan offers Customers a combination of services that include one local access line; unlimited residential voice direct dial station; local calls within the Customer's local calling area, intraLATA toll calls, and in-state long distance calls; and a choice of up to three custom calling features, as specified below, for a monthly rate.

- Call Forwarding - Variable
- Call Return
- Call Waiting
- Caller ID with Name (includes Anonymous Call Rejection)
- Repeat Dialing
- Speed Dialing 30
- Three-Way Calling

If the Customer continues to subscribe to AT&T as their Primary Long Distance Carrier, and AT&T is notified that they no longer subscribe to AT&T as their Local Telephone Carrier and/or the Customer no longer subscribe to AT&T One Rate<sup>o</sup> State Plan, AT&T will automatically place the customer on AT&T One Rate 10¢ plan, unless the Customer requests otherwise.

Unlimited residential voice direct dialed local, intraLATA toll, and in-state long distance calling will not be combined with other access lines that are associated with the Customer's main residential telephone account. If a Customer has multilines, an in-state per minute rate will apply to in-state calls on the lines that are not subscribed to One Rate State unless the Customer subscribes to another pricing plan for the lines that are not associated with this plan.

A monthly recurring charge will apply to each line that the Customer has chosen for this plan. The monthly recurring charge is applied whether or not the Customer makes any calls and is applied in full whether or not the billing period covers a full month.

Nonpayment or partial payment of a bill may result in the removal of the toll service included in this offer. When toll service is removed, the Customer will continue to be billed the Monthly Recurring charge associated with this plan.

AT&T One Rate State Plan provides unlimited minutes of in-state direct dialed calling for residential voice service only. If it is determined that the usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may immediately suspend, restrict or cancel the Customer's service without prior notice.

This offer is an add-on to the interstate AT&T One Rate<sup>o</sup> State Plan and is available where billing and technical capabilities exist. All other terms and conditions are contained in the Consumer AT&T Service Guide AT&T One Rate State.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.10 AT&T One Rate® Local Plan

AT&T One Rate® Local Plan offers Customers a combination of services that include one local access line; unlimited direct dial station local calls within the Customer's local calling area; and a per minute rate, 24 hours a day, seven days a week on all intraLATA toll calls and in-state long distance calls; and a choice of up to two custom calling features, as specified below, for a monthly rate.

- Call Forwarding - Variable
- Call Return
- Call Waiting
- Caller ID with Name (includes Anonymous Call Rejection)
- Repeat Dialing
- Speed Dialing 30
- Three-Way Calling

This plan provides unlimited minutes of direct dialed 1+ local calling for residential voice service only. If it is determined that usage is not consistent with residential voice applications, such as for Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may, consistent with applicable Commission regulations, suspend, restrict or cancel the Customer's service and assess an additional monthly charge for each month in which such usage occurred. Any usage in excess of 5,000 minutes per month shall be presumed to be not consistent with residential voice applications and shall be subject to the conditions above. An additional Monthly Charge of \$50.00 may apply for impermissible use as specified in the terms and conditions above.

If the Customer's AT&T Main Residential Billed Account has multiple lines associated with it, a Monthly Recurring Charge will apply to each line that the Customer has chosen for this plan. Unlimited direct dialed local calling will not be combined with other access lines that are on the same Customer's premises.

If at any time the Customer selects a carrier other than AT&T as their Local Exchange Carrier, the Customer will terminate their participation in this plan. In this event, the Customer will be billed at the respective tariffed rates found under the AT&T One Rate® 10¢ plan if the Customer maintains AT&T as their intrastate intraLATA Carrier with or without AT&T as their interLATA carrier.



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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.10 AT&T One Rate<sup>®</sup> Local Plan (continued)

Nonpayment or partial payment of a bill may result in the removal of the toll service included in this offer. When toll service is removed, the Customer will continue to be billed the Monthly Recurring charge associated with this plan.

This service is for use by residential Customers. If it is determined that usage under this plan is not consistent with residential voice applications and usage is determined as commercial use, including without limitation, commercial facsimile purposes, resale, three way calling, call forwarding, telemarketing or through an auto-dialer program, AT&T may, consistent with applicable Commission regulations, suspend, restrict, or cancel a Customer's service and AT&T may exclude terminating telephone lines from this plan.

This offer is an add-on to the interstate AT&T One Rate<sup>®</sup> Local Plan and is available where billing and technical capabilities exist. All other terms and conditions are contained in the Consumer AT&T Service Guide AT&T One Rate<sup>®</sup> Local.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.11 AT&T One Rate<sup>®</sup> Multi-line Plan

AT&T One Rate<sup>®</sup> Multi-line Plan offers Customers a combination of services that include two local access lines; unlimited direct dial station local calls within the Customer's local calling area; and a per minute rate, 24 hours a day, seven days a week on all intralATA toll calls and in-state long distance calls; and a choice of up to two custom calling features on each line from the list below, for a monthly rate.

- Caller ID with Name and Number (includes
- Anonymous Call Rejection)
- Call Waiting
- Repeat Dialing
- Speed Dialing 30
- Call Forwarding-Variable
- Three-Way Calling
- Call Return (includes Anonymous Call Rejection)

This plan provides residential Customers unlimited direct dial station local calling for residential voice service only. If it is determined that usage is not consistent with residential voice applications, such as commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may, consistent with applicable Commission regulations, suspend, restrict or cancel the Customer's service.

If the Customer's AT&T Main Residential Billed Account has more than two lines associated with it, a Monthly Recurring Charge will apply to each line that the Customer has chosen for this plan. Additional lines are eligible for two features; unlimited local calling and the same per-minute rate for in-state long distance and local toll as the two initial lines. A total of six lines can be included on this plan.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.11 AT&T One Rate<sup>®</sup> Multi-line (continued)

If at any time the Customer selects a carrier other than AT&T as their Primary Long Distance Carrier and/or Primary IntraLATA toll carrier, the Customer will continue to be billed the monthly rates for this plan and continue to receive local service and features provided in this plan until AT&T is notified by the Customer to transfer to another Local Service Plan or cancel local service.

If at any time the Customer selects a carrier other than AT&T as their Local Exchange Carrier, the Customer will terminate their participation in this plan. In this event, the Customer will be billed at the respective tariffed rates found under the AT&T One Rate<sup>®</sup> 10¢ plan if the Customer maintains AT&T as their intrastate intraLATA Carrier with or without AT&T as their interLATA carrier.

Nonpayment or partial payment of a bill may result in the removal of the toll service included in this offer. When toll service is removed, the Customer will continue to be billed the Monthly Recurring charge associated with this plan.

This offer is an add-on to the interstate AT&T One Rate<sup>®</sup> Multi-line Plan and is available where billing and technical capabilities exist. All other terms and conditions are contained in the Consumer AT&T Service Guide.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.12 AT&T One Rate<sup>®</sup> Multi-line Unlimited Plan

AT&T One Rate<sup>®</sup> Multi-line Unlimited Plan offers Customers a combination of services that include two local access lines; unlimited residential voice direct dial station; local calls within the Customer's local calling area, intraLATA toll calls, and in-state long distance calls; and an unlimited choice of custom calling features per line from the list below, for a monthly rate.

- Caller ID with Name and Number (includes Anonymous Call Rejection)
- Call Waiting
- Call Waiting ID
- Repeat Dialing
- Speed Dialing 30
- Call Forwarding-Variable
- Custom Ring 1
- Custom Ring 2
- Custom Ring 3
- Three-Way Calling
- Call Return (includes Anonymous Call Rejection)
- Call Screening
- Speaking Call Waiting
- Call Forwarding-Transfer
- Call Forwarding-Selective
- Distinctive Ringing

If the Customer's AT&T Main Residential Billed Account has more than two lines associated with it, an additional Monthly Recurring Charge will apply to each additional line that the Customer has chosen for this plan. Additional lines are eligible for unlimited calling and unlimited features. A total of six lines can be included on this plan.

If at any time the Customer selects a carrier other than AT&T as their Primary Long Distance Carrier and/or Primary IntraLATA toll carrier, the Customer will continue to be billed the monthly rates for this plan and continue to receive local service and features provided in this plan until AT&T is notified by the Customer to transfer to another Local Service Plan or cancel local service.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.14 AT&T Residential Local Service Offers (continued)

##### 5.14.12 AT&T One Rate<sup>®</sup> Multi-line Unlimited (continued)

If at any time the Customer selects a carrier other than AT&T as their Local Exchange Carrier, the Customer will terminate their participation in this plan. In this event, the Customer will be billed at the respective tariffed rates found under the AT&T One Rate<sup>®</sup> 10¢ plan if the Customer maintains AT&T as their intrastate intraLATA Carrier with or without AT&T as their interLATA carrier.

Nonpayment or partial payment of a bill may result in the removal of the toll service included in this offer. When toll service is removed, the Customer will continue to be billed the Monthly Recurring charge associated with this plan.

This plan provides residential Customers unlimited direct dial station local calling for residential voice service only. If it is determined that usage is not consistent with residential voice applications, such as primarily for long distance Internet access services, commercial facsimile or auto-dialing, resale, telemarketing or other non-residential uses, AT&T may, consistent with applicable Commission regulations, suspend, restrict or cancel the Customer's service.

This offer is an add-on to the interstate AT&T One Rate<sup>®</sup> Multi-line Unlimited Plan and is available where billing and technical capabilities exist. All other terms and conditions are contained in the Consumer AT&T Service Guide.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup>

##### 5.15.1 Non-Recurring Charges (NRC)

	NRC
Service Order Charge	
New Service- Primary Line	\$82.50
TAP New Service- Primary Line	\$68.47
Each additional installation	\$82.50
Record Work Only	\$25.50
Directory Listing Change	\$25.50
Change Service	
Calling Feature	\$39.00
Telephone Number Change	\$30.00
Carrier Change	
Primary Local Exchange	\$15.00
Primary IntraLATA	\$15.00
Primary Long Distance	\$15.00
Returned Check Charge	\$75.00
Customer Near Move Charge	\$108.50
Initial Premise Visit	\$405.00
Labor Charge - first 30 minutes	Included in Initial Premises Visit Charge
Labor Charge - additional 15 minutes	\$90.00
Network Interface Device	\$1500.00

<sup>1</sup> See Price List for current rates.  
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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

##### 5.15.2 Custom Calling Service<sup>2</sup>

Custom Calling Features	NRC <sup>2</sup>	Monthly Charge
Anonymous Call Rejection	No Charge	No Charge
Automatic Call Return	\$39.00	\$8.85
Call Forwarding Busy - Call Alert	\$39.00	\$3.00
Call Forwarding - Busy Line/No Answer	\$39.00	\$6.60
Call Forwarding - Selective	\$39.00	\$7.50
Call Forwarding - Transfer	\$39.00	\$18.00
Call Forwarding - Variable	\$39.00	\$8.25
Call Screening	\$39.00	\$13.50
Call Waiting	\$39.00	\$9.00
Call Waiting ID	\$39.00	\$9.00
Caller ID with Name and Number	\$39.00	\$16.50
Custom Ring 1	\$39.00	\$8.25
Custom Ring 2	\$39.00	\$8.25
Custom Ring 3	\$39.00	\$8.25
Distinctive Ringing Service	\$39.00	\$7.50
Repeat Dialing	\$39.00	\$7.50
Speaking Call Waiting	\$39.00	\$8.85
Speed Dialing 8	\$39.00	\$6.00
Speed Dialing 30	\$39.00	\$10.50
Three-Way Calling	\$39.00	\$ 8.25

<sup>1</sup> See Price List for current rates.

<sup>2</sup> One Non-Recurring Charge applies when multiple features are ordered at the same time.

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

##### 5.15.2 Custom Calling Service (continued)

Custom Calling Features Pay-Per-Use	NRC	Per Use
Automatic Call Return	\$0.00	\$2.25
Repeat Dialing	\$0.00	\$2.25
Three-Way Calling	\$0.00	\$2.25

Custom Calling Features Per Activation	NRC	Per Use
Call Trace (not capped)	\$0.00	\$9.00

##### 5.15.3 Toll Restriction

Restrict 1+ and 0+ Outgoing Calls Restrict 900/976 Calls	NRC	Per Use
Subsequent Blocking Requests	\$39.00	\$0.00

##### 5.15.4 Call Blocking Options

Options	NRC	Per Use
Caller ID Blocking Per Call	\$0.00	\$0.00
Per Line Blocking		
Caller ID		
Billed Number Screening		
Pay Per Use Blocking		
International blocking		
Carrier Access Code blocking		
Subsequent Requests	\$39.00	\$0.00

<sup>1</sup> See Price List for current rates.  
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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

5.15.5 Reserved for Future Use

5.15.6 Reserved for Future Use

5.15.7 Directory Assistance (DA) Service

Directory Assistance Allowances and Rates	
Local Directory Assistance	
Call Allowance Per Month	0
Special Needs Discount Call Allowance Per Month	50
Rate Per Call <sup>2</sup> Over Allowance	\$3.75
Call Completion Rate Per Call	\$1.05
National Directory Assistance	
Dial 411 - Rate Per Call	

#### 5.15.8 Directory Listing Service

Type	NRC <sup>1</sup>	Monthly Charge
Standard Listing	\$0.00	\$0.00
Additional Directory Listing	\$0.00	\$4.50
Non-Published Service	\$0.00	\$6.00
Non-Listed Service (DA)	\$0.00	\$5.25

<sup>1</sup> See Price List for current rates.

<sup>2</sup> In addition to the Local Directory Assistance Charge, service charges will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third number. Requests for the Company operator to place a call to Directory Assistance will also incur the Sent Paid Non-Coin surcharge (\$ 6.75).

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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

##### 5.15.9 Local Operator Services

AT&T CIID/891 Card	Rate per Minute
Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$0.75

Local Exchange Carrier Card	Rate per Minute
Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$0.75

Commercial Calling Card	Rate per Minute
Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$0.75

Card Calls Accessing AT&T's Network Other than via 1-800-CALLATT	Charge per Call Billed to		
	AT&T CIID/891 Card	LEC Card	All Other Cards
Customer Dialed Calling Card			
Operator Assisted	\$11.85	\$14.85	\$14.85
Operator Must Assist	\$8.85	\$11.85	\$11.85
Automated	\$8.85	\$11.85	\$11.85
Operator Dialed Calling Card Station	\$ 8.85	\$11.85	\$11.85

Card Calls Accessing AT&T's Network via 1-800-CALLATT	Charge per Call Billed to		
	AT&T CIID/891 Card	LEC Card	All Other Cards
Customer Dialed Calling Card			
Operator Assisted	\$8.85	\$14.85	\$14.85
Operator Must Assist	\$5.85	\$11.85	11.85
Automated	\$5.85	\$11.85	11.85
Operator Dialed Calling Card Station	\$5.85	\$11.85	\$11.85

<sup>1</sup> See Price List for current rates.  
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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

##### 5.15.9 Local Operator Services (continued)

Operator Station Rate per Minute: \$0.75

Class of Service	Billed to:	
	AT&T CIID/891 Card	All Other Calls
Person-to-Person All Other Calls (Includes Real Time Rated Calls)	\$ 29.85	\$ 29.85

Class of Service	Charge per Call	
	Automated Calls	Operator Assisted Calls
Operator Station (Includes Real Time Rated Calls)		
Collect	\$5.85	\$8.85
Billed to Third Party	\$14.85	\$17.85
Sent Paid - Non Coin	\$5.85	\$6.75

##### 5.15.10 Busy Line Verify Service

Busy Line Verify Service	RATE
Busy Line Verify	\$9.00
Busy Line Interrupt (+Verify)	\$27.00 (\$18.00+\$9.00)

<sup>1</sup> See Price List for current rates.  
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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

##### 5.15.11 AT&T Residential Local Service Offers

###### Call Plan Unlimited

Offer	Monthly Recurring Charge (MRC)
Local Only	\$ 59.85

###### Call Plan Unlimited Plus

Offer	MRC
Local Only	\$ 44.85
Additional line	\$ 44.85

###### Call Plan Unlimited with 3 Feature Package Enhanced

Offer	MRC
Local Only	\$ 71.85

###### Call Plan Unlimited with 2 Feature Package Enhanced

Offer	MRC
Local Only	\$ 65.85

###### Call Plan Deluxe

Offer	MRC
Local Only	\$ 89.85

###### AT&T One Rate Advantage<sup>sm</sup> PLAN

Offer	MRC
Local line, 4 features, unlimited direct dial local toll and LD (including Calls to Canada)	\$164.85

<sup>1</sup> See Price List for current rates.  
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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

##### 5.15.11 AT&T Residential Local Service Offers (continued)

###### AT&T One Rate<sup>®</sup> USA PLAN

Offer	MRC
Local line, 4 features, unlimited direct dial long distance and local toll per month	\$149.85

###### AT&T Additional Feature Add-on Package

A \$ 9.00 per additional feature, but no more than \$ 21.00 when a total of three or more additional features are selected

###### AT&T One Rate State Plan

Offer	MRC
Local Line; 3 features; unlimited direct dialed station local, intraLATA toll, in-state long distance; and a per minute state-to-state usage rate	\$ 107.85

Multiple lines associated with Main Billed Account	Usage Rate per Minute
Direct dialed station in-state calls	\$0.15

###### AT&T One Rate Local Plan

Offer	MRC
Local Line; 2 features; unlimited direct dialed station local, a \$0.05 per minute rate on intraLATA toll and in-state long distance calls	\$71.85

<sup>1</sup> See Price List for current rates.  
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### 5. AT&T RESIDENTIAL LOCAL EXCHANGE SERVICES

#### 5.15 Maximum Rates and Charges<sup>1</sup> (continued)

##### 5.15.11 AT&T Residential Local Service Offers (continued)

###### AT&T One Rate Multi-line Plan

Offer	MRC
2 Local Lines; 2 features per line; unlimited dial station local per line, \$0.05 per minute rate on intraLATA toll and in-state long distance calls per line	\$ 134.85

###### AT&T One Rate Multi-line Unlimited Plan

Offer	MRC
2 Local Lines; unlimited features per line; unlimited direct dialed station local, intraLATA toll, in-state long distance	\$ 254.85

Offer	MRC
Additional lines for One Rate Multi-line and/or One Rate Multi-line Unlimited Plans Per additional line - maximum of six lines	\$44.85

<sup>1</sup> See Price List for current rates.  
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PROMOTIONAL OFFERINGS

4. Reserved for Future Use



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### PRICE LIST

#### 5. AT&T Residential Local Exchange Services

##### 5.1 Rates and Charges

##### 5.1.1 Non-Recurring Charges (NRC)

	NRC
Service Order Charge	
New Service- Primary Line	\$65.00
TAP New Service- Primary Line	\$53.95
Each additional installation	\$65.00
Record Work Only	\$8.50
Directory Listing Change	\$8.50
Change Service	
Calling Feature	\$13.00
Telephone Number Change	\$10.00
Carrier Change	
Primary Local Exchange	\$5.00
Primary IntraLATA	\$5.00
Primary Long Distance	\$5.00
Returned Check Charge	\$25.00
Customer Near Move Charge	\$65.00
Initial Premise Visit	\$135.00
Labor Charge - first 30 minutes	Included in Initial Premises Visit Charge
Labor Charge - additional 15 minutes	\$30.00
Network Interface Device	\$500.00

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### PRICE LIST

#### 5. AT&T Residential Local Exchange Services (continued)

##### 5.1 Rates and Charges (continued)

##### 5.1.2 Custom Calling Service

Custom Calling Features	NRC <sup>1</sup>	Monthly Charge
Anonymous Call Rejection	No Charge	No Charge
Automatic Call Return	\$13.00	\$5.00
Call Forwarding Busy - Call Alert (TLHGH	\$13.00	\$2.00
Call Forwarding - Busy Line/No Answer TLFCB)	\$13.00	\$3.00
Call Forwarding - Selective (TLFCL)	\$13.00	\$3.50
Call Forwarding - Transfer	\$13.00	\$6.00
Call Forwarding - Variable (TLFQ4)	\$13.00	\$4.00
Call Screening	\$13.00	\$5.00
Call Waiting	\$13.00	\$7.00
Call Waiting ID	\$13.00	\$3.00
Caller ID with Name and Number	\$13.00	\$9.49
Custom Ring 1	\$13.00	\$2.75
Custom Ring 2	\$13.00	\$2.75
Custom Ring 3	\$13.00	\$2.75
Distinctive Ringing Service	\$13.00	\$2.50
Repeat Dialing	\$13.00	\$2.50
Speaking Call Waiting	\$13.00	\$2.95
Speed Dialing 8	\$13.00	\$2.00
Speed Dialing 30	\$13.00	\$2.75
Three-Way Calling	\$13.00	\$4.00

Custom Calling Features	NRC	Per Use Charge
Automatic Call Return	No Charge	\$0.75
Repeat Dialing	No Charge	\$0.75
Three Way Calling	No Charge	\$0.75

Custom Calling Features	NRC	Per Activation Charge
Call Trace (Not Capped)	No Charge	\$2.00

<sup>1</sup> One NRC applies when multiple features are ordered at Advice No. 705

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### PRICE LIST

#### 5. AT&T Residential Local Exchange Services (continued)

##### 5.1 Rates and Charges (continued)

##### 5.1.3 Toll Restriction

Restrict 1+ and 0+ Outgoing Calls Restrict 900/976 Calls	NRC	Monthly Charge
Subsequent Blocking Requests	\$13.00	\$0.00

##### 5.1.4 Call Blocking Options

Options	NRC	Monthly Charge
Caller ID Blocking Per Call	\$0.00	\$0.00
Per Line Blocking for-		
Caller ID		
Billed Number Screening blocking		
Pay per Use Blocking		
International Blocking		
Carrier Access Code Blocking		
Subsequent Requests	\$13.00	\$0.00

5.1.5 Reserved for Future Use

5.1.6 Reserved for Future Use

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#### 5. AT&T Residential Local Exchange Services (continued)

##### 5.1 Rates and Charges (continued)

##### 5.1.7 Directory Assistance Service (DA)

DA Allowances and Rates	
Local Directory Assistance <sup>1</sup>	
Call Allowance Per Month	1
Special Needs Discount Call Allowance Per Month	50
Rate Per Call Over Allowance <sup>1</sup>	\$1.25
Call Completion Rate Per Call	\$0.35
National Directory Assistance	
Dial 411 - Rate Per Call	\$1.25

##### 5.1.8 Directory Listing Service

Directory Listings	Non-Recurring Charge	Monthly Charge
Standard Listing	\$0.00	\$0.00
Additional Directory Listings	\$0.00	\$2.50
Non-Published Service	\$0.00	\$4.99
Non-Listed Service (DA)	\$0.00	\$3.99

<sup>1</sup> In addition to the Local Directory Assistance Charge, service charges will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third number. Requests for the Company operator to place a call to Directory Assistance will also incur the Sent Paid Non-Coin surcharge (\$2.95).  
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## PRICE LIST

### 5. AT&T Residential Local Exchange Services (continued)

#### 5.1 Rates and Charges (continued)

##### 5.1.9 Local Operator Services

AT&T CIID/891 Card	Rate per Minute
Customer Dialed Calling Card	\$0.35
Operator Dialed Calling Card	\$0.35

Local Exchange Carrier Card	Rate per Minute
Customer Dialed Calling Card	\$0.35
Operator Dialed Calling Card	\$0.35

Commercial Calling Card	Rate per Minute
Customer Dialed Calling Card	\$0.35
Operator Dialed Calling Card	\$0.35

Card Calls Accessing AT&T's Network Other than via 1-800-CALLATT	Charge per Call Billed to		
	AT&T CIID/891 Card	LEC Card	All Other Cards
Customer Dialed Calling Card			
Operator Assisted	\$2.95	\$4.95	\$4.95
Operator Must Assist	\$1.95	\$3.95	\$3.95
Automated	\$1.95	\$3.95	\$3.95
Operator Dialed Calling Card			
Station	\$1.95	\$3.95	\$3.95

Card Calls Accessing AT&T's Network via 1-800-CALLATT	Charge per Call Billed to		
	AT&T CIID/891 Card	LEC Card	All Other Cards
Customer Dialed Calling Card			
Operator Assisted	\$2.95	\$4.95	\$4.95
Operator Must Assist	\$1.95	\$3.95	\$3.95
Automated	\$1.95	\$3.95	\$3.95
Operator Dialed Calling Card			
Station	\$1.95	\$3.95	\$3.95

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#### 5. AT&T Residential Local Exchange Services (continued)

##### 5.1 Rates and Charges (continued)

##### 5.1.9 Local Operator Services (continued)

Operator Station Rate Per Minute: \$0.35

Class of Service	Billed to:	
	AT&T CIID/891 Card	All Other Calls
Person-to-Person All Other Calls (Includes Real Time Rated Calls)	\$ 9.95	\$ 9.95

Class of Service	Charge per Call	
	Automated Calls	Operator Assisted Calls
Operator Station (Includes Real Time Rated Calls)		
Collect	\$2.95	\$2.95
Billed to Third Party	\$3.95	\$5.95
Sent Paid - Non Coin	\$2.95	\$2.95

##### 5.1.10 Busy Line Verify Service

Busy Line Verify Service	Rate
Busy Line Verify	\$3.00
Busy Line Verify/Interrupt	\$6.00

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### PRICE LIST

#### 5. AT&T Residential Local Exchange Services (continued)

##### 5.1 Rates and Charges (continued)

##### 5.1.11 AT&T Residential Local Service Offers

###### Call Plan Unlimited

Offer	MRC
Local Only	\$ 31.95

###### Call Plan Unlimited Plus

Offer	MRC
Local Only	\$ 26.95
Additional line	\$ 26.95

###### Call Plan Unlimited with 3 Feature Package Enhanced<sup>1</sup>

Offer	MRC
Local Only	\$ 34.95

###### Call Plan Unlimited with 2 Feature Package Enhanced

Offer	MRC
Local Only	\$ 31.95

###### Call Plan Deluxe<sup>1</sup>

Offer	MRC
Local Only	\$ 40.95

###### AT&T One Rate<sup>o</sup> USA PLAN

Offer	MRC
Local line, 4 features, Unlimited direct dial long distance and local toll per month	\$ 55.95

<sup>1</sup> Effective December 1, 2004, Customers may no longer enroll in the AT&T Call Plan Unlimited with 3 Feature Package Enhanced or AT&T Call Plan Deluxe. Existing Customers subscribed to these plans will continue to receive the benefits of these plans.  
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#### 5. AT&T Residential Local Exchange Services (continued)

##### 5.1 Rates and Charges (continued)

##### 5.1.11 AT&T Residential Local Service Offers (continued)

###### AT&T One Rate<sup>®</sup> Advantage<sup>sm</sup> Plan<sup>1</sup>

Offer	MRC
Local line, 4 features, unlimited direct dial local toll and LD (including calls to Canada)	\$61.95

###### AT&T Additional Feature Add-on Package

\$4.00 per additional feature, but no more than \$10.00 when a total of three or more additional features are selected.

###### AT&T One Rate<sup>®</sup> State Plan<sup>1</sup>

Offer	MRC	Rate Per Minute
Local line, 3 features, unlimited direct dialed state local, intraLATA toll, in-state long distance, and a per minute state-to-state usage rate	\$43.95	
Multiple Lines associated with main billed account - direct dialed station in-state calls		\$0.07

###### AT&T One Rate<sup>®</sup> Local Plan<sup>1</sup>

Offer	MRC	Rate Per Minute
Local line, 2 features, and unlimited direct dialed state local	\$32.95	
IntraLATA toll and in-state long distance calls usage rate		\$0.05

<sup>1</sup> Beginning October 21, 2007, the AT&T One Rate Advantage Plan, AT&T One Rate<sup>®</sup> State Plan and One Rate Local Plan are being grandfathered to existing Customers and not available to new Customers. Existing Customers may remain on these plans but cannot add new lines or move existing local service that will require a new phone number.  
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#### 5. AT&T Residential Local Exchange Services (continued)

##### 5.1 Rates and Charges (continued)

##### 5.1.11 AT&T Residential Local Service Offers (continued)

###### AT&T One Rate<sup>1</sup> Multi-Line Plan<sup>1</sup>

Offer	MRC	Rate Per Minute
2 Local lines, 2 features per line, and unlimited dial state local per line,	\$50.95	
IntraLATA toll and in-state long distance calls usage rate.		\$0.05
Additional lines, per additional line (maximum of six lines)	\$27.95	

###### AT&T One Rate<sup>1</sup> Multi-line Unlimited Plan

Offer	MRC
2 Local lines, unlimited features per line, and unlimited direct dialed station local, intraLATA toll, and in-state long distance	\$92.95
Additional lines, per additional line (maximum of six lines)	\$27.95

<sup>1</sup> Effective February 14, 2005, Customers may no longer enroll in the AT&T Multi-line Plan or AT&T Multi-line Unlimited Plan. Existing Customers subscribed to these plans will continue to receive the benefits of these plans.